

Public Document Pack

Mid Devon District Council

Community Policy Development Group

Tuesday, 27 September 2022 at 2.15 pm
Phoenix Chambers, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 22 November 2022 at 2.15 pm

Please Note: this meeting will take place at Phoenix House and members of the Public and Press are able to attend via Zoom. If you are intending to attend in person please contact the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

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Meeting ID: 829 7844 0402
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Membership

Cllr Mrs M E Squires

Cllr Mrs C Collis

Cllr W Burke

Cllr L J Cruwys

Cllr R J Dolley

Cllr R Evans

Cllr B Holdman

Cllr S Pugh

Cllr Mrs E J Slade

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **Apologies and Substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2 **Declarations of Interest under the Code of Conduct**
To record any interests on agenda matters.
- 3 **Public Question Time**
To receive any questions relating to items on the agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.
- 4 **Minutes of the Previous Meeting** (*Pages 5 - 8*)
To consider whether to approve the minutes as a correct record of the meeting held on
- 5 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 6 **6 month Leisure - Update**
To receive a presentation update on the Leisure Service from the Leisure Manager
- 7 **Terms of Reference for a review into effective integration of new residential communities** (*Pages 9 - 10*)
To agree a terms of reference for a review into effective integration of new residential communities.
- 8 **Work Programme** (*Pages 11 - 12*)
To receive the current work plan for the Community PDG.

Stephen Walford
Chief Executive
Friday 16 September 2022

Meeting Information

From 7 May 2021, the law requires all councils to hold formal meetings in person. The Council will enable all people to continue to participate in meetings via Zoom.

If you want to ask a question or speak, email your full name to Committee@middevon.gov.uk by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed. Notification in this way will ensure the meeting runs as smoothly as possible. If you would like a copy of the Agenda in another format (for example in large print) please contact Carole Oliphant on:

Tel: 01884 234209

E-Mail: coliphant@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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Public Document Pack Agenda Item 4

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**
held on 2 August 2022 at 2.15 pm

Present

Councillors

Mrs M E Squires (Chairman)
Mrs C Collis, W Burke, R J Dolley,
B Holdman, S Pugh and Mrs E J Slade

Apologies

Councillor(s)

R Evans

Also Present

Councillor(s)

R M Deed, J Buczkowski, S J Clist, Mrs C P Daw and
D J Knowles

Also Present

Officer(s):

Jill May (Director of Business Improvement and Operations), Simon Newcombe (Corporate Manager for Public Health, Regulation and Housing), Matthew Page (Corporate Manager for People, Governance and Waste), Nicola Cuskeran (Interim Corporate Performance Manager & Safeguarding Officer), Julia Ryder (Community Safety & Emergency Planning Officer), Clare Robathan (Policy and Research Officer), Carole Oliphant (Member Services Officer) and Jessica Watts (Member Services Apprentice)

14 **APOLOGIES AND SUBSTITUTE MEMBERS (02.49)**

Apologies were received from Cllr R Evans

15 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (02.57)**

Members were reminded of the need to make declarations where appropriate

16 **MINUTES OF THE PREVIOUS MEETING (03.06)**

The Minutes of the Meeting held on 7th June 2022 were approved as a correct record and **SIGNED** by the Chairman.

17 **PUBLIC QUESTION TIME (04.42)**

The following questions were received from Nick Quinn a local resident:

Concerning Agenda Item: 6 (Performance and Outturn Report)

In paragraph 5.4 of the overarching Performance and Outturn report, it is stated that 404 complaints were received in 2021/22 and that 91% of these were resolved within 10 to 12 weeks.

This level of response is considered to be above target.

Appendix 4, gives the detail for the Community PDG Performance Indicators over this period.

My questions are:

Q1: Are Members concerned to see that the total of 404 Complaints in this year has increased from 273 in the previous year?

Q2: Are Members concerned that one in ten Complainants are having to wait more than three months for an outcome?

Q3: Are Members concerned that the Complaints performance figures for the first quarter of 2022/23 (which have been published and are being presented to Audit later today) show that the Complaint resolution rate has now dropped well below 90%?

Q4: Do Members think it appropriate to use The Number of Complaints Received as the only Performance Indicator for Community Involvement?

The Corporate Manager for People, Governance and Waste provided the following responses:

Q1. Expected rise post-pandemic and nearer pre-pandemic numbers, however they have increased.

Resource is being put to additional monitoring and analysis of complaints as part of the Continuous Improvement portfolio and commences at the beginning of August.

Q2. All complaints are monitored against our policy of maximum 12 weeks. However, occasionally there are some complaints which are complex and require a legal response/outcome. In these instances, the complainant is kept informed of progress.

Q3. Many services are now under pressure due to continuing vacancies. The additional resource as per Q1 will help clarify where services may be slower to respond and reported to the portfolio holder for Continuous Improvement.

Training with staff will be revisited due to staff turnover.

Q4. Performance indicators will be reviewed ready for the next financial year as monitoring improves in discussion with the Portfolio Holder for Continuous Improvement.

The Leader confirmed that the Council was concerned but that it was addressing the issues and that the PDG could request additional performance indicators if it so wished.

18 CHAIRMANS ANNOUNCEMENTS (14.44)

The Chairman had no announcements to make

19 **PERFORMANCE AND RISK OUTTURN REPORT (14.48)**

The Group had before it, and **NOTED**, the *Performance and Risk Outturn report for 2021/2022 from the Corporate Manager for People, Governance and Waste.

The Interim Corporate Performance and Improvement Manager outlined the contents of the report and explained that it provided Members with an annual review of the Council's performance against the corporate plan, service objectives and targets for 2021/2022.

In response to a question asked about the 3 Rivers Developments Board report and action plan recommendations the Leader confirmed that an updated report would be presented to the Audit Committee and he encouraged Members to attend to receive the results.

Note: *report previously circulated and attached to the minutes

20 **MID DEVON AS A TRAUMA INFORMED COUNCIL (20.45)**

The Group had before it a *report from the Corporate Manager for Public Health, Regulation and Housing providing detail on how Mid Devon District Council (MDDC) could become a Trauma Informed Council.

The officer explained that the report provided more detail on the process for the Council to become trauma informed.

Consideration was given to:

- Trained staff members would not replace healthcare professionals but would have a better understanding of when and where to refer instances to the correct services

It was therefore **RESOLVED** to recommend to the Cabinet that:

1. It recommended to Full Council the degree of investment the Council would require towards becoming a Trauma Informed Council
2. Subject to recommendation 1 that it recommended to Full Council a stepped approach was adopted, as set out in annex 1

(Proposed by the Chairman)

Reason for the decision: To ensure that MDDC services suitably and satisfactorily accommodate the needs of service users

Note: *report previously circulated and attached to the minutes

21 **RECOMMENDATIONS FROM THE ANTI SOCIAL BEHAVIOUR WORKING GROUP (31.45)**

The Group had before it a *report from the Policy and Research Officer presenting the recommendations of the Anti-Social Behaviour (ASB) Working Group.

Cllr S Pugh, the Chairman of the Working Group outlined the project outline and that the recommendations had been formed with input from the appropriate service areas and external contributors.

It was therefore **RESOLVED** to recommend to the Cabinet:

1. That Members of the ASB working group are consulted on the review of the Housing ASB policy (due to take place this year, and to be incorporated into Neighbourhood and Community Standard Policy) through an informal, in-depth discussion with the Corporate Manager for Public Health, Regulation and Housing and other officers.
2. That information around ASB and how to report it is clearly communicated to Members and the public.
3. That the Mid Devon Senior Inspector is requested to provide Members with a monthly update on policing in the District and consideration is given to other ways to engage with members.
4. That the Community Safety Partnership (CSP) review the Community Trigger process.

(Proposed by the Chairman)

Reason for the decision: A key priority for the Council is promoting sustainable and prosperous communities. The impact of ASB can cause distress and suffering for victims, and it is key concern for Mid Devon residents.

Note: *report previously circulated and attached to the minutes

22 **WORKPLAN (41.54)**

The Group had before it, and **NOTED**, the Community PDG Work Plan for 2022-2023.

The Policy and Research Officer explained that a Terms of Reference for a review into effective integration of new residential communities would be brought to the next meeting of the PDG

Note: *Work Plan previously circulated and attached to the minutes

(The meeting ended at 2.58 pm)

CHAIRMAN

COMMUNITY POLICY DEVELOPMENT GROUP

27 SEPTEMBER 2022

Integration and Engagement of New Communities in Mid Devon

Responsible Officer: Clare Robathan, Policy and Research Officer

Reason for Report: As requested by the PDG, to provide a terms of reference for a potential working group on 'integration and engagement of new communities in Mid Devon'.

RECOMMENDATION(S): That the PDG discuss the Terms of Reference (ToR), considers whether to hold a working group and makes recommendations on amendments to the ToR.

Financial Implications: No direct implications.

Budget and Policy Framework: No direct implications.

Legal Implications: No direct implications.

Risk Assessment: N/A

Equality Impact Assessment: N/A

Relationship to Corporate Plan: A key priority for the Council is promoting sustainable and prosperous communities.

Impact on Climate Change: No direct implications.

1.0 Introduction/Background

1.1 At its June meeting the Community PDG discussed the work programme and put forward a proposal for a review into effective community integration. The PDG requested that a Terms of Reference be drafted so that a decision could be taken on how to take this work forward. The Terms of Reference is below.

2.0 Terms of Reference for a Working Group on Integration and Engagement of New Communities in Mid Devon

2.1 Aim

To promote effective integration within the District and community engagement with the Council, of new residential communities by considering whether 'new resident' surveys and/or ward member feedback could be expanded to help inform the council's understanding of:

- a) New residents' views on the value for money of council services they have received as part of a new community;
- b) Any gaps between communities' needs and aspiration for their places and the council's own priorities and ambitions; and

- c) Identifying any user experience that would point to service shortcomings or opportunities for improvement when welcoming residents to their new home in Mid Devon.

2.2 Outcome

The Working Group will make recommendations to the Community PDG (and if appropriate other organisations) on how community leaders such as the Council could better support new residential communities.

2.3 Membership

Limited to a group of up to six members (possibly one from each of the other three PDGs plus three from Community PDG) with others joining as needed. The group may want to call on other members, on an ad hoc basis, who have new developments in their wards to feedback on residents' views for the purposes of (a) to (c).

2.4 Timescale

Ideally the timescale for the project should complete by the end of November so recommendations can feed into the budget rounds.

Contact for more Information: Clare Robathan, Policy and Research Officer

COMMUNITY PDG WORKPLAN 2022-2023 - 2022 TO 2023

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
22 November 2022				
27.09.22	Update on Tiverton Police Desk Members to receive an update on the re-opening of the Tiverton Police Desk if it is possible to do so		Corporate Manager for Public Health, Regulation and Housing	
22.11.22 3.01.23	Town and Parish Charter To approve a draft Town and Parish Charter for consultation.		Forward Planning Team Leader Tristan Peat	
22.11.22 Page 11	Medium Term Financial Plan - General Fund (GF), Housing Revenue Account (HRA) and Capital Programme To consider the updated Medium Term Financial Plan (MTFP) which covers the period 2023/2024 to 2027/2028 and options available in order for the Council to set a balanced budget.		Deputy Chief Executive (S151)	
22.11.22 7.02.23	The Council Tax Reduction Scheme & Exceptional Hardship Policy To receive a review of The Council Tax Reduction Scheme & Exceptional Hardship Policy		Dean Emery	
22.11.22 3.01.23	Enforcement Policy To receive a review of the Enforcement Policy if required		Simon Newcombe	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
24 January 2023				
24.01.23	Budget Update To receive a report of the Deputy Chief Executive (S151) reviewing the revised draft budget changes identified and discussing further changes required in order for the Council to move towards a balanced budget for 2023/2024.		Deputy Chief Executive (S151)	
28 March 2023				
28.03.23 4.04.23	Community Safety Partnership To agree the Action Plan for 2023-2024		Corporate Manager for Public Health, Regulation and Housing	
28.03.23 4.04.23	Community Engagement Strategy (including Action Plan) To receive the 2 yearly review of the Community Engagement Strategy (including Action Plan)		Lisa Lewis	
28.03.23 4.04.23	Regulation of Investigatory Powers To receive the Annual Review of the Regulation of Investigatory Powers		District Solicitor and Monitoring Officer Karen Trickey	
28.03.23 4.04.23	Single Equalities Policy and Equality Objectives To receive the annual review of the Single Equalities Policy and Equality Objectives		Corporate Manager for People, Governance and Waste Matthew Page	